



Patient Services Coordinator

We are seeking an experienced, patient and family-focused Patient Services Coordinator to join our growing healthcare team.

Organizational Overview

The Charles H. Best Diabetes Centre is Canada's only stand-alone healthcare centre and charitable organization specializing in clinical and mental health support for patients of all ages living with type 1 diabetes. Lead by the Executive Directive, our interdisciplinary team includes nurses, dietitians, social workers, and an administrative team.

Position Overview

Schedule: 22.5 hours/week (0.6 FTE)

Hours of Operation: Mon/Wed/Fri 9am-5pm; Tues/Thurs 9am-9pm.

Wage Range: \$22.50- \$24.00

Benefits Program: We offer a variety of benefits to promote optimal physical fitness, mental health and well-being for all employees. Benefits include: extended health and dental plan, RRSP plan, wellness credit, Employee Assistance Program and more.

Key Responsibilities

As a member of the administrative team, your key responsibilities would include:

- Deliver exceptional service when providing in-person, telephone and electronic reception for patients, families, staff and visitors.
- Support the registration and flow of patients, schedule and confirm all appointments.
- Process referrals, coordinate new patients' schedules, and orient new patients/families to the centre.
- Maintain client and Best Centre records by obtaining, recording, updating and filing all applicable information, and ensure the quality and integrity of all patient information through use of electronic medical records.
- Provide administrative support to the Executive Director
- Protect and promote the patient's right to privacy, confidentiality and dignity.
- Work in compliance with the provisions of the Occupational Health & Safety Act and Best Centre policies, and contribute to an engaged and cohesive team.
- Complete additional tasks as required to provide support to the administrative and clinical staff.

Qualifications & Skills

- Post-secondary education and relevant experience in a multi-disciplinary healthcare environment required
- Demonstrated aptitude working with electronic medical record (EMR) programs
- Proficiency in Microsoft Office programs (Word, Excel and Outlook)
- Ability to organize, prioritize and multi-task shifting priorities with high efficiency and accuracy
- Strong communication, interpersonal and critical thinking skills to support a multidisciplinary team
- Ability to thrive within a diverse team, building positive and supportive relationships with staff and patients alike

To Apply

Please submit your cover letter (explaining why you are interested in the role) and resume via email to recruiting@charleshbest.com.

Closing date is February 27, 2026.

The Charles H. Best Diabetes Centre is committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs.